STATE 911 COMMITTEE TRAINING COURSE APPROVAL
911 TRAINING FUND
Training Provider/Vendor Policies & Procedures

Purpose – The State 911 Committee's (SNC) 911 Training Subcommittee (NTS) encourages valuable telecommunicator training courses throughout the State of Michigan. In part, this is accomplished throughout the NTS's course approval process which in turn enhances the availability of quality training courses. In addition, the NTS also works through the approval process with training course providers to ensure they meet the necessary requirements.

Authority - The NTS has been delegated authority by the State 911 Committee to recommend approval of training courses eligible for reimbursement from the Training Fund established for PSAPs in MCL 484.1408(4)(c).

Policies:

- Prior to applying for and receiving a course approval number, the provider/vendor will refrain from referencing the State 911 Committee, or the related course approval process or number, on any correspondence or advertisements.
    - **New requests may take up to six (6) weeks for processing.**
- All applications for SNC course approval, along with changes to previously submitted course approvals, and attendance recording for all SNC approved courses will be the responsibility of the provider/vendor and will be completed electronically in the Michigan State 911 Administration Portal (MiSNAP).
- The State 911 Office must be notified if a provider has a change in course content, instructors, or materials for a previously approved course. A new application may be required. Additional instructors must be submitted, reviewed, and approved by the 911 Training Subcommittee review team prior to teaching an SNC approved course.
- Within 30 days of the conclusion of each course, the training provider must enter the attendance for each individual completing the course. If the course is conducted over multiple days, the provider must keep daily sign in sheets on file for five years plus the current year, in the event attendance needs to be verified.
- Conferences must contain a minimum of 6 hours of instruction within a 24-hourperiod to qualify for State 911 Committee approval.
- (Virtual Courses) The course must prohibit skipping of course content by attendees, and course material must be reviewed in order.
- (Virtual Courses) Provider/Vendor must be able to audit and track attendance, determine amount of time an individual spent online taking the course, and provide this information to the PSAP manager and/or State 911 Office upon request.
- A member of the State 911 Committee, 911 Training Subcommittee, or State 911 Office staff may audit (at no charge) SNC approved courses at any time while the course is active. For virtual courses, a permanent login must be provided for audit purposes during the application process and if approved, until the SNC course approval expires. If the login cannot be provided with the initial application submission, an explanation is required to be provided to the State 911 Office within 48 hours of request.

Processing Applications:

<u>Initial Receipt of Requests</u> – When a request for approval of a course is received by the 911 Training Subcommittee, it will populate on the dashboard of the training review team within MiSNAP.

<u>Review Process</u> – The training provider is responsible for ensuring the submission of the course information is thoroughly completed and that all appropriate information is included. The training review team will assess the submitted documentation. Special attention will be focused on the course considerations listed below:

- Instructors - Qualifications and ability to instruct 911 center personnel, including instruction experience and applicable content expertise related to the material presented. The following list includes some of the qualifications the team looks for in reviewing applicants: If a PSAP employee, include a letter of recommendation/support from the 9-1-1 Director, Deputy Director, or Operations Manager. If a PSAP employee, 2+ years (4,160 hours) or more of experience within a PSAP in the last four years (this amount could be longer based on type of experience and job performance). Experience and familiarization with the topic area of instruction, and previous instruction experience (in or outside of a PSAP).
- Module Endorsement - If a module endorsement is selected, the training materials provided will be reviewed to ensure they meet the qualifications outlined in the Michigan Public Service Commission Training Standards for the corresponding module.
- Confirmation the training course performance objectives and material provided serve a beneficial purpose to PSAPs. Verification that a syllabus or course outline accountable to the course is provided.
- Course Content – The review team will carefully evaluate the critical areas of 911 services. If the submission does not include all required information, the review team will work with the vendor to ensure understanding of the concepts.

<u>Approval</u> – If the NTS review team approves the course request, the vendor will receive notification on their MiSNAP dashboard, and the course will be registered with an SNC approval number.

<u>Denial</u> – If the NTS review team recommends denial of the course request, the vendor will receive a notification on their MiSNAP dashboard. The vendor may appeal the decision. The first appeal will be heard at the next regularly scheduled 911 Training Subcommittee meeting. If the NTS determines the denial stands, the vendor may appeal to the full State 911 Committee at the next regularly scheduled meeting. This will be arranged through the State 911 Office.

NOTE: A member of the SNC or NTS reserves the right to request a course approval or denial be reconsidered by the SNC. The SNC shall seek input from the NTS on the course as part of the re-consideration.